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In The Claims:

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1. (currently amended) An Internet enabled automatic rental vehicle transaction system, said system having an Internet web site through which ~~an~~ a third party authorized purchaser of rental vehicle services may access a rental vehicle software program resident on a computer system, said rental vehicle software program being configured to automatically respond to a series of commands from said third party authorized purchaser, ~~and~~ communicate a rental vehicle reservation to one of a plurality of competitive providers of said rental vehicle services, and provide on-going management of the reservation as it is fulfilled, at least one of said competitive rental vehicle service providers offering a plurality of specific geographically remote rental vehicle locations at which vehicles for rent are situated, said rental vehicle reservation having sufficient information for authorizing, processing and billing said rental vehicle transaction so that a rental vehicle transaction may be automatically processed thereby for any one of said plurality of said competitive rental vehicle service providers.

2. (currently amended) The rental vehicle transaction system of claim 1 wherein said third party authorized purchaser comprises a business organization, said business organization having a plurality of authorized purchasers; said plurality of authorized purchasers being enabled to access said Internet web site from any location offering Internet web access, and wherein said at least one of said competitive rental vehicle service providers further comprises a second business organization, said second business organization having the computer system and rental vehicle software program resident therein, and wherein said second business organization includes a plurality of geographically diverse rental vehicle locations.

3. (original) The rental vehicle transaction system of claim 2 wherein said rental vehicle software program is configured to permit a rental vehicle reservation to



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between said authorized purchaser and any others having access to said rental vehicle software program.

10. (currently amended) The rental vehicle transaction system of claim 9 wherein said rental vehicle software program is configured for allowing access through its Internet web site to a plurality of non-rental vehicle service providers, and for limiting the functionality available to said plurality of non-rental vehicle service providers.

11. (currently amended) The rental vehicle transaction system of claim 10 wherein said plurality of non-rental vehicle service providers include vehicle repair facilities.

12. (currently amended) The rental vehicle transaction system of claim 1 further comprising a second computer system, said second computer system having a second computer software program resident thereon, said second computer software program being configured to process for fulfillment rental vehicle transactions at a plurality of geographically diverse branch facilities each of which has a plurality of vehicles for rental, said second computer system being linked to said first computer system.

13. (original) The rental vehicle transaction system of claim 12 wherein each of said first and second computer systems comprises a network having a main frame computer, said main frame computers being linked to each other, and wherein said second computer system further comprises a WAN.

14. (currently amended) The rental vehicle transaction system of claim 13 wherein said third party authorized purchaser comprises a business organization, said

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business organization having a plurality of authorized purchasers, said plurality of authorized purchasers being enabled to access said Internet web site from any location offering Internet web access, and further comprising a second business organization, said second business organization having the second computer system resident therein, and wherein said second business organization includes the plurality of geographically diverse rental vehicle locations.

15. (currently amended) The rental vehicle transaction system of claim 14 wherein said ~~first~~ rental vehicle software program is configured to permit a rental vehicle reservation to be initiated remote from said third party authorized purchaser and communicated to said third party authorized purchaser for authorization.

16. (currently amended) The rental vehicle transaction system of claim 15 wherein said ~~first~~ rental vehicle software program is configured to permit said authorized purchasers to modify said rental vehicle reservation through said Internet web site.

17. (currently amended) The rental vehicle transaction system of claim 16 wherein said ~~first~~ rental vehicle software program is configured to permit said authorized purchasers to modify said rental vehicle reservation including extending a time period for which said reservation authorizes use of a rental vehicle.

18. (currently amended) The rental vehicle transaction system of claim 16 wherein said ~~first~~ rental vehicle software program is configured to permit said authorized purchaser to generate reports relating to rental vehicle reservation activity conducted through said ~~first~~ rental vehicle software program.



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program resident on a computer system, said rental vehicle software program being configured to automatically respond to a series of commands from said third party authorized purchaser, provide on-going management of said reservation as it is fulfilled, and communicate a rental vehicle reservation to any one of a plurality of competitive vehicle rental service providers including one having a plurality of specific geographically remote rental vehicle locations at which vehicles for rent are situated, said rental vehicle reservation having sufficient information for authorizing, processing and billing said rental vehicle transaction so that a rental vehicle transaction may be automatically processed thereby.

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25. (currently amended) The rental vehicle transaction system of claim 24 wherein said third party authorized purchaser comprises a business organization, said business organization having a plurality of authorized purchasers, said plurality of authorized purchasers being enabled to access said rental vehicle software program from any location offering access to said computer system, and further comprising a second business organization, said second business organization having the computer system and rental vehicle software program resident therein, and wherein said second business organization includes a plurality of geographically diverse rental vehicle locations.

26. (currently amended) The rental vehicle transaction system of claim 25 further comprising a second computer system resident in said second business organization, said second computer system having a second computer software program resident thereon, said second computer software program being configured to process fulfill rental vehicle transactions at any one of the plurality of geographically diverse branch facilities each of which has a plurality of vehicles for rental, said second computer system being linked to said first computer system for bi-directional communication therebetween.

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27. (currently amended) The rental vehicle transaction system of claim 26 wherein each of said first and second computer systems comprises a network having a main frame computer, said main frame computers being linked to each other for bi-directional communication therebetween, and wherein said second computer system further comprises a WAN.

28. (currently amended) The rental vehicle transaction system of claim 27 wherein said rental vehicle software program is configured to permit a rental vehicle reservation to be initiated remote from said third party authorized purchaser and communicated to said third party authorized purchaser for authorization.

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29. (currently amended) The rental vehicle transaction system of claim 28 wherein said ~~first~~ rental vehicle software program is configured to permit said third party authorized purchaser to modify said rental vehicle reservation through said Internet web site.

30. (currently amended) The rental vehicle transaction system of claim 29 wherein said ~~first~~ rental vehicle software program is configured to permit said third party authorized purchaser to generate reports relating to rental vehicle reservation activity conducted through said ~~first~~ rental vehicle software program.

31. (currently amended) The rental vehicle transaction system of claim 30 wherein said ~~first~~ rental vehicle software program is configured to automatically communicate billing information to said third party authorized purchaser for further processing.

32. (currently amended) The rental vehicle transaction system of claim 31 wherein said ~~first~~ rental vehicle software program is configured to communicate messages between said third party authorized purchaser and any others having access to said rental vehicle software program.

33. (currently amended) The rental vehicle transaction system of claim 32 wherein said ~~first~~ rental vehicle software program is configured for allowing access thereto to a plurality of non-rental vehicle service providers, and for limiting the functionality available to said plurality of non-rental vehicle service providers.

34. (currently amended) The rental vehicle transaction system of claim 33 wherein said plurality of non-rental vehicle service providers include vehicle repair facilities.

35. (currently amended) A computer software program to provide an Internet site access by a ~~multi-level business organization~~ third party user to a plurality of competitive service providers including one such competitive service provider having an integrated business, said access being sufficient for placing and monitoring orders for delivery of services by said integrated business, said integrated business including a computer system having a business software program configured to automatically accept reservations ~~for from and be in bi-directional communication with the computer software program~~, and said computer software program providing on-going management including administrative control and accounting for, services offered and physically available at a said one such service provider's plurality of geographically diverse locations.



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36. (original) The computer program of claim 35 wherein said Internet site software program is configured to provide said access to said business software program for a range of functional interactions therewith.

37. (original) The computer program of claim 36 wherein said Internet site computer software program is configured to provide access to an authorized purchaser of a plurality of said service providers' services, said authorized purchaser comprising a multi-level business organization requiring interaction at a plurality of levels of said business software program.

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38. (original) The computer program of claim 37 wherein said at least one service provider having an integrated business is itself a multi-level business organization, said business software program providing communication of business information needed to effectively execute reservations placed for delivery of its services, and wherein said Internet site software program is configured to provide interaction between different levels of both of said business organizations.

39. (original) The computer program of claim 38 wherein said Internet site software program is further configured to provide controlled access to said business software program by third party service providers.

40. (original) The computer program of claim 38 wherein said Internet site software is resident on a first computer system and said business software program is resident on a second computer system, and wherein each of said first and second computer systems comprises a network having a main frame computer, said main frame computers being linked to each other, and wherein said second computer system further comprises a WAN.

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41. (currently amended) A method for providing an Internet site through which ~~an a third party~~ authorized purchaser ~~comprising a multi-level business organization~~ of rental vehicle services may access a rental vehicle software program and make reservations for any one of a plurality of competitive rental vehicle service providers, at least one of said providers being an integrated business organization with a functional integrated computer system providing access to a plurality of diverse geographic locations at which vehicles for rental are kept, said method comprising the steps of:

providing an Internet site computer system having a software program configured to create Internet access thereto; and

establishing a ~~link~~ communication path between said purchaser's computer system and at least one of said plurality of competitive service providers computer system; said Internet site software program being further configured to facilitate functional interaction including bi-directional communication between the software program resident on said rental vehicle provider's business computer system and ~~an the~~ third party authorized purchaser for managing the vehicle reservation ~~logged onto said Internet site software program.~~

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42. (currently amended) The method of claim 41 wherein said provider's computer system further comprises a main frame computer, and wherein the step of establishing a ~~link~~ communication path includes the step of establishing a link between said authorized purchaser's computer and said main frame computer.

43. (currently amended) A method for providing a GUI interface through which ~~an a third party~~ authorized purchaser of rental vehicle services ~~comprising a multi-level business organization~~ may access a rental vehicle software program resident on a rental vehicle provider's business computer system to thereby conduct rental vehicle business with a plurality of competitive providers including conducting vehicle rental business

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on at least one of said provider's business computer system, said method comprising the steps of:

providing a computer system having a software program configured to create a GUI interface; and

establishing a link communication path between said two computer systems; said GUI interface software program being further configured to communicate with a plurality of competitive providers including facilitating functional bi-directional interaction between the software program resident on said at least one rental vehicle provider's business computer system and ~~an~~ said third party authorized purchaser ~~logged onto said GUI interface software program.~~

44. (currently amended) The method of claim 43 wherein each of said computer systems further comprises a main frame computer, and wherein the step of establishing a link communication path includes the step of establishing a link between said two main frame computers.

45. (currently amended) An Internet enabled automatic rental vehicle transaction system, said system having an Internet web site through which ~~an a~~ a third party authorized purchaser of rental vehicle services comprising an insurance company may access a plurality of competitive rental vehicle providers for renting a vehicle for temporary use by an insured while he has his vehicle repaired including at least one provider having a rental vehicle software program resident on a computer system, said rental vehicle software program being configured to automatically respond to a series of commands from said third party authorized purchaser and communicate a rental vehicle reservation to a centralized destination, said rental vehicle reservation having sufficient information for authorizing, processing and billing said rental vehicle transaction so that a rental vehicle transaction may be automatically processed thereby ~~virtually without human intervention.~~

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46. (currently amended) The rental vehicle transaction system of claim 45 wherein said software program is configured to permit said third party authorized purchaser to generate a report comprised of that users work load sorted by completion date.

47. (currently amended) A rental vehicle transaction system, said system comprising an Internet site through a computer, said computer being networked with a plurality of competitive vehicle rental providers, at least one of said providers having an integrated computer system connected thereto, and said computer being configured to allow users to place reservations for rental vehicle services with any one of said competitive providers and manage the on-going fulfillment of said reservation from placement through completion by providing bi-directional communication between the computer and computers at the competitive vehicle rental providers.

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48. (original) The transaction system of claim 47 wherein said Internet site computer is further configured to allow data requirements for said reservation to be customized.

49. (original) The transaction system of claim 47 wherein said Internet site is networked through the Internet with said other providers.

50. (original) The transaction system of claim 49 wherein said Internet site is configured to allow customization of menus presented to said users.

51. (currently amended) An ~~internet~~ Internet enabled automatic rental vehicle reservation system, said system having an Internet web site for an authorized purchaser to access a rental vehicle software program resident on a computer system for placing a

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reservation for use by another, said rental vehicle software program having means for automatically responding to a series of commands from said authorized purchaser and communicating a rental vehicle reservation to a computer for one of a plurality of providers of said rental vehicle services, said rental vehicle service provider computer being programmed with an integrated business software in bi-directional communication with the rental vehicle software and having means for offering rental vehicles for filling said reservation, said rental vehicle software program having means for managing the authorizing, processing and billing of said rental vehicle reservation so that a rental vehicle reservation may be automatically processed thereby for at least said one rental vehicle service provider.

52. (currently amended) The rental vehicle reservation system of claim 51 wherein said third party authorized purchaser comprises a business organization, said business organization having a plurality of authorized purchasers, said plurality of authorized purchasers being enabled to access said Internet web site from any location offering Internet web access, and wherein said at least one rental vehicle service provider further comprises a second business organization, said second business organization comprising a plurality of diverse rental vehicle locations.

53. (currently amended) The rental vehicle reservation system of claim 52 wherein the rental vehicle software program has means for accepting a remotely initiated reservation and communicating it to the third party authorized purchaser for authorization.

54. (previously added) The rental vehicle reservation system of claim 53 wherein the rental vehicle software program has means for an authorized purchaser to modify said reservation.

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55. (previously added) The rental vehicle reservation system of claim 54 wherein the rental vehicle software program has means for an authorized purchaser to extend the authorization for said reservation.

56. (previously added) The rental vehicle reservation system of claim 52 wherein the rental vehicle software program has means for an authorized purchaser to generate reports relating to reservation activity conducted through said rental vehicle software program.

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57. (previously added) The rental vehicle reservation system of claim 56 wherein said rental vehicle reservation system comprises a computer network having a main frame computer and wherein said rental vehicle service provider computer comprises a computer network having a main frame computer, said main frame computers being linked to each other, and wherein said second computer system further comprises a WAN.

58. (currently amended) A computer software program having means for providing an Internet site for access by a multi-level business organization to a plurality of service providers including one such service provider having its own computer system programmed with integrated business software, said computer software program having means for managing service reservations placed to said service provider's integrated business software and for fulfillment thereby, said computer software program having means for managing reservations placed therethrough including bi-directional communication to facilitate administrative control and accounting for said reservations.

59. (previously added) The computer software program of claim 58 wherein said computer software program has means for providing access to an authorized

purchaser for placing said reservations, said authorized purchaser comprising the multi-level business organization.

60. (currently amended) The computer software program of claim 59 wherein said at least one service provider comprises a multi-level business organization, said computer software program having means for providing bi-directional communication between multiple levels of each business organization.

61. (previously added) The computer software program of claim 60 further comprising a first computer network, said computer software being resident on said first computer network, a second computer network, said integrated business software being resident on said second computer network, each of said computer networks having a main frame computer, said main frame computers being linked to each other and wherein said second computer system comprises a WAN.

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62. (currently amended) A method for managing reservations placed between a first multi-level business organization purchaser and a plurality of competitive service providers, at least one of said competitive service providers comprising a multi-level business service provider organization, said multi-level business service provider having a computer system programmed with an integrated business software for fulfillment of said reservations, the method comprising:

providing a computer system, said computer system being programmed with reservation management software having means for providing ~~internet~~ Internet access thereto by said multi-level purchaser,

accepting reservations entered by said purchaser into said reservation management software and communicating at least some of them to the service provider's integrated business software for fulfillment, said reservation management software and said integrated business software being in bi-directional communication

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to provide for the on-going management of said reservation from its placement to its completion, and

storing data for use by said reservation management software relating to the reservations processed thereby, said data thereby being available for management of said reservations including the invoicing and payment therefor.

63. (currently amended) The method of claim 62 further comprising the step of enabling the purchaser to modify prior to its completion any reservation placed into said reservation management software.

64. (previously added) The method of claim 63 further comprising the step of generating reports summarizing the reservations placed by a purchaser through said management software.

65. (currently amended) An ~~internet~~ Internet enabled automatic rental vehicle reservation system, said system having an ~~internet~~ Internet web site through which an authorized purchaser of rental vehicle services for use by another has access to said system, said system including a computer system programmed with a management software program, said management software program having means for receiving reservations for vehicle rentals, said system having a bi-directional link to a plurality of competitive rental vehicle service providers including at least one service provider having an integrated business software program for processing and fulfilling said reservations, said management software program having means for managing said reservations over said bi-directional link.

66. (currently amended) The ~~internet~~ Internet enabled automatic rental vehicle reservation system of claim 65 wherein said management software has means for invoicing the reservations placed therethrough.



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67. (currently amended) The ~~internet~~ Internet enabled automatic rental vehicle reservation system of claim 65 wherein said management software has means for the authorized purchaser to modify prior to completion the reservations placed therethrough.

68. (currently amended) The ~~internet~~ Internet enabled automatic rental vehicle reservation system of claim 65 wherein said management software has means for generating reports summarizing the reservations placed by the authorized purchaser therethrough.

69. (currently amended) An ~~internet~~ Internet enabled automatic rental vehicle reservation system, said system having a single Internet web site for ~~an~~ a third party authorized purchaser to access a rental vehicle software program resident on a computer system, said rental vehicle software program having means for automatically responding to a series of commands from said authorized purchaser and communicating a rental vehicle reservation to a computer for one of a plurality of competitive providers of said rental vehicle services, said plurality of providers comprising at least two different business organizations, said rental vehicle service provider computer being programmed with an integrated business software having means for offering rental vehicles for filling said reservation, said integrated business software being in bi-directional communication with said rental vehicle software program, and said rental vehicle software program having means for managing from its placement through its completion the authorizing, processing and billing of said rental vehicle reservation so that a rental vehicle reservation may be automatically processed thereby for at least said one rental vehicle service provider.

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70. (currently amended) The rental vehicle reservation system of claim 69 wherein said third party authorized purchaser comprises a business organization, said business organization having a plurality of authorized purchasers, said plurality of authorized purchasers being enabled to access said Internet web site from any location offering Internet web access, and wherein said at least one rental vehicle service provider further comprises a second business organization, said second business organization comprising a plurality of diverse rental vehicle locations.

71. (currently amended) The rental vehicle reservation system of claim 70 wherein the rental vehicle software program has means for accepting a remotely initiated reservation and communicating it to the third party authorized purchaser for authorization.

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72. (currently amended) The rental vehicle reservation system of claim 71 wherein the rental vehicle software program has means for an authorized purchaser to modify prior to its completion said reservation.

73. (previously added) The rental vehicle reservation system of claim 72 wherein the rental vehicle software program has means for an authorized purchaser to extend the authorization for said reservation.

74. (previously added) The rental vehicle reservation system of claim 70 wherein the rental vehicle software program has means for an authorized purchaser to generate reports relating to reservation activity conducted through said rental vehicle software program.

75. (previously added) The rental vehicle reservation system of claim 74 wherein said rental vehicle reservation system comprises a computer network having a

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main frame computer and wherein said rental vehicle service provider computer comprises a computer network having a main frame computer, said main frame computers being linked to each other, and wherein said second computer system further comprises a WAN.

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76. (currently amended) A computer software program having means for providing a single Internet site for access by a multi-level business organization to a plurality of competitive service providers, said plurality of competitive service providers including at least two business organizations, including one such competitive service provider accessible being through the same single Internet site having it's own computer system programmed with integrated business software, said computer software program having means for managing service reservations placed to said service provider's integrated business software through bi-directional communication therebetween and for fulfillment ~~thereby~~ by said integrated business software, ~~said computer software program having means for managing reservations placed therethrough including administrative control and accounting for said reservations.~~

77. (currently amended) The computer software program of claim 76 wherein said computer software program has means for providing access to an authorized purchaser for placing said reservations for use by others, said authorized purchaser comprising the multi-level business organization.

78. (currently amended) The computer software program of claim 77 wherein said at least one service provider comprises a multi-level business organization, said computer software program having means for providing bi-directional communication between multiple levels of each business organization.

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79. (previously added) The computer software program of claim 78 further comprising a first computer network, said computer software being resident on said first computer network, a second computer network, said integrated business software being resident on said second computer network, each of said computer networks having a main frame computer, said main frame computers being linked to each other and wherein said second computer system comprises a WAN.

80. (currently amended) A method for managing reservations placed between a first multi-level business organization purchaser and a plurality of competitive service providers through a single web site address, said plurality of competitive service providers comprising at least two business organizations, at least one of said competitive service providers comprising a multi-level business service provider organization, said multi-level business service provider having a computer system programmed with an integrated business software for fulfillment of said reservations, the method comprising:

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providing a computer system, said computer system being programmed with reservation management software having means for providing ~~internet~~ Internet access thereto by said multi-level purchaser,

accepting reservations entered by said purchaser into said reservation management software and communicating at least some of them to the service provider's integrated business software for fulfillment,

allowing bi-directional communication between the reservation management software and the integrated business software for managing the reservation, and

storing data for use by said reservation management software relating to the reservations processed thereby, said data thereby being available for management of said reservations including the invoicing and payment therefor.

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81. (currently amended) The method of claim 80 further comprising the step of enabling the purchaser to modify prior to completion any reservation placed into said reservation management software through use of the reservation management software.

82. (previously added) The method of claim 81 further comprising the step of generating reports summarizing the reservations placed by a purchaser through said management software.

83. (currently amended) An ~~internet~~ Internet enabled automatic rental vehicle reservation system, said system having a single ~~internet~~ Internet web site through which an authorized purchaser of rental vehicle services has access to said system, said system including a computer system programmed with a management software program, said management software program having means for receiving reservations for vehicle rentals, said system having a bi-directional link to a plurality of competitive rental vehicle service providers, said plurality of competitive rental vehicle service providers comprising at least two business organizations, including at least one service provider having an integrated business software program in bi-directional communication with the management software program for managing processing and fulfilling said reservations.

84. (currently amended) The ~~internet~~ Internet enabled automatic rental vehicle reservation system of claim 83 wherein said management software has means for invoicing the reservations placed therethrough.

85. (currently amended) The ~~internet~~ Internet enabled automatic rental vehicle reservation system of claim 83 wherein said management software has means for the

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authorized purchaser to modify prior to completion the reservations placed therethrough

86. (currently amended) The ~~internet~~ Internet enabled automatic rental vehicle reservation system of claim 83 wherein said management software has means for generating reports summarizing the reservations placed by the authorized purchaser therethrough.

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87. (currently amended) An ~~internet~~ Internet enabled automatic rental vehicle reservation system, said system having an Internet web site for an authorized purchaser to access a rental vehicle software program resident on a computer system, said rental vehicle software program having means for automatically responding to a series of commands from said authorized purchaser and communicating a rental vehicle reservation to a computer for at least one provider of said rental vehicle services, said rental vehicle service provider computer being programmed with an integrated business software having means for offering rental vehicles for filling said reservation, said rental vehicle software program having means including a bi-directional link with said integrated business software for managing the authorizing, processing and billing of said rental vehicle reservation so that a rental vehicle reservation may be automatically processed thereby for at least said one rental vehicle service provider.

88. (currently amended) A method for managing reservations placed between a first multi-level business organization purchaser and at least one service provider, said at least one service provider comprising a multi-level business service provider organization, said multi-level business service provider having a computer system programmed with an integrated business software for fulfillment of said reservations, the method comprising:

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providing a computer system, said computer system being programmed with reservation management software having means for providing ~~internet~~ Internet access thereto by said multi-level purchaser,

accepting reservations entered by said purchaser into said reservation management software and communicating at least some of them to the service provider's integrated business software for fulfillment, ~~and~~

storing data for use by said reservation management software relating to the reservations processed thereby, said data thereby being available for management of said reservations including the invoicing and payment, and

allowing for bi-directional communication between the reservation management software and the integrated business software for management of said reservations therefor.

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89. (currently amended) An ~~internet~~ Internet enabled automatic rental vehicle reservation system, said system having an ~~internet~~ Internet web site through which an authorized purchaser of rental vehicle services for use by another has access to said system, said system including a computer system programmed with a management software program, said management software program having means for receiving reservations for vehicle rentals, said system having a bi-directional link to at least one rental vehicle service provider having an integrated business software program for processing and fulfilling said reservations, said management software program having means for managing the reservations over said bi-directional link.

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90. (new) An Internet enabled replacement vehicle reservation system, said system having an Internet web site for an insurance agent to access a rental vehicle software program resident on a computer system for placing a reservation for a replacement vehicle intended for use by an insured, said rental vehicle software program having means for communicating said reservation to a computer for at least

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one replacement vehicle service provider, said rental vehicle service provider computer being programmed with an integrated business software having means for providing rental vehicles for filling said reservation, said rental vehicle software program having means for managing the on-going authorizing, processing and billing of said rental vehicle reservation from its placement through its completion so that said reservation may be adjusted to meet the changing needs of said insured.

91. (new) The replacement vehicle reservation system of claim 90 wherein said vehicle software program is in bi-directional communication with the integrated business software.

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92. (new) A computer software program to provide an Internet site access by insurance adjusters to at least one replacement vehicle service provider having a computer system with an integrated business software program for processing replacement vehicle reservations, said computer software program having means for bi-directional communication with the integrated business software program for the adjusters to place vehicle reservations for their insureds with said service provider and providing on-going management including administrative control and accounting for reservations placed with and fulfilled by said service provider from the beginning of said reservations through completion thereof.

93. (new) A method for providing an Internet site through which insurance adjusters may order replacement rental vehicle services for their insureds by accessing a rental vehicle software program, said vehicle rental software program being in bi-directional communication with at least one rental vehicle service provider having an integrated business organization with a functional integrated computer system providing access to a plurality of diverse geographic locations at which vehicles for rental are kept, said method comprising the steps of:



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providing an Internet site computer system having a software program configured to create Internet access thereto;

providing a vehicle rental software program for accepting reservations from said insurance adjusters for rental vehicle services for their insureds, and

providing a bi-directional communication path between said rental vehicle software program and said service providers computer system through which the adjuster may manage the on-going reservation from beginning through completion.

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94. (new) A claims based management software program for managing the placement and on-going through completion provision of a rental car to an insured, said management software program having means for establishing bi-directional communication with an integrated business software program maintained at a rental car service provider, said integrated business software program having means for placing said reservation with any of a plurality of geographically diverse branch locations at which rental cars are kept.

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